

HOSPITALITY ASIA
PLATINUM AWARDS® 2011-2013
REGIONAL SERIES



A MEMORABLE AFFAIR FOR HOSPITALITY HEROES



The first HAPA took place in Singapore 10 years ago at Conrad Centennial and today has grown into an international platform involving six Southeast Asian countries; Malaysia, Singapore, Thailand, Indonesia, Vietnam and the Philippines. As we proudly celebrate HAPA's 10th anniversary this year, we are reminded of the core belief to HAPA's inception - to raise the standards of hospitality and to award those who excel in their fields.

Known as the "Oscars of Hospitality", the Hospitality Asia Platinum Awards (HAPA) 2011-2013 Regional Series was held over two nights in Singapore. Approximately 500 guests and nominees from all corners of Southeast Asia participated. Upon arrival, guests had their pictures taken red carpet style at the photo panel sponsored by Schmidt Marketing.

standards. Report cards continue to be presented to all nominees as they specify areas of strength and weakness.

For Major Award categories, the tradition of having only one ultimate winner continues. Platinum winners were presented with porcelain Ledge plates sponsored by Sia Huat, while gold winners were awarded with customized framed certificates authenticated with the HAPA icon.

With HAPA Regional Series 2011-2013 ending on a highly successful note, we can only attribute our thanks to a few groups of individuals who made this event the success that it was. We thank our panel of judges for their invaluable contribution, our sponsors for believing and investing in the HAPA brand, our nominees for participating in this awards programme, and Shatec Institute



A gastronomic affair awaited guests in the majestic ballroom of Mandarin Orchard, featuring a 7-course dinner with two signature dishes – the cold angel hair pasta with truffle essence and steamed Sakura chicken with ultra slow-cooked egg – prepared by Chef Thomas Chiam of Friends Restaurant & Catering.

Over a span of two nights, 35 awards were presented to nominees from every participating city. A total of 157 nominees from six countries participated in this series, from major cities such as Bali, Jakarta, Bangkok, Chiang Mai, Chiang Rai, Manila, Hanoi and Ho Chi Minh. Within Malaysia, participation came from establishments in Johor, Kedah, Kuala Lumpur, Malacca, Negeri Sembilan, Pahang, Penang, Perak, Sabah, Sarawak, Selangor and Terengganu.

In line with our 10th anniversary, a new concept of awarding the 'Best 10 in Asia' was introduced. All categories have two groups of awardees; the platinum and gold. The qualifying score for the platinum category is 85 to 100, while the score for the gold category is between 71 to 84. Regardless of the number of qualifying nominees, only the top 10 or 5 scorers are awarded in a given category. The platinum and gold categories are designed to indicate overall performance levels, while the benchmark score will be raised every year to allow nominees to strive for higher service

for providing a team of very dedicated interns to assist in event operations on both nights. A special thanks also to Moonshine Trio and Dennis Lau & Jimmy Sax for a great performance.

The fulfilment of our charity pledge to the Make A Wish Foundation, Singapore was also made possible through the funds raised at the gala dinner. We would like thank each and every person who donated generously to grant little Adrian's wish of having a wheelchair with special seat supports.

There was an overall sense of camaraderie at HAPA Regional 2011-2013, where the atmosphere was celebratory and high spirited, in what has become two memorable nights of history-making in the industry. Due recognition was given and friendships formed, and in this spirit of accomplishments the HAPA team looks forward to planning the next Regional Series. We now look forward to your kind feedback as to whether the event should continue to be held over two nights and if all nominees prefer Malaysia as the host venue for the next series.

Already in the pipeline is our first ever HAPA Indonesia Series 2012-2014 which will kick off next year. Nominations for Indonesian properties have already begun as you are reading this, so call to find out more.



LIST OF AWARDS

10 MAJOR AWARDS

- SVE HAPA Service Excellence
- HTY HAPA Hotel Of The Year
- RSY HAPA Resort Of The Year
- RTY HAPA Restaurant Of The Year
- EOY HAPA Entertainment Outlet Of The Year
- GCY HAPA Golf Course Of The Year
- SPY HAPA Spa Of The Year
- GMY HAPA General Manager Of The Year
- CTY HAPA Chef Of The Year
- ETY HAPA Hospitality Entrepreneur Of The Year

8 ESTABLISHMENT AWARDS

- SLH HAPA Signature Luxury Hotel
- SBH HAPA Signature Business Hotel
- SDH HAPA Signature Deluxe Hotel
- SLR HAPA Signature Luxury Resort
- SBQ HAPA Signature Boutique Hotel/Resort
- SFR HAPA Signature Family & Recreational Resort
- SSR HAPA Signature Serviced Residences
- SSE HAPA Signature Spa Experience

6 CULINARY AWARDS

- EDE HAPA Most Exquisite Dining Experience ~ Western Cuisine
- ACR HAPA Most Authentic Asian Cuisine Restaurant
- ADD HAPA Most Chic All-Day Dining
- TCD HAPA Most Trendy Casual Dining (Independent Restaurants)
- UFC HAPA Most Unique F&B Concept
- CBR HAPA Most Cosmopolitan Bar & Restaurant

7 PERSONALITY AWARDS

- KKC HAPA King Of Kitchens
- MCW HAPA Master Chef ~ Western Cuisine
- MCA HAPA Master Chef ~ Asian Cuisine
- ACP HAPA Artistic Chef ~ Pastry
- IFB HAPA Most Innovative F&B Personality
- MOW HAPA Master Of Wine
- SBT HAPA Most Stylistic Bartender

3 DEPARTMENT AWARDS

- FOC HAPA Best Front Office
- CCG HAPA Best Concierge
- HSK HAPA Best Housekeeping

SPECIAL AWARD

- CSE HAPA F&B Front Line Customer Service Excellence

Sponsors



Beverage Sponsors



Other Sponsors



Organizer



Official Venue



Official Publication



Note : The awards listed are subject to change and final confirmation by the HAPA Committee

THANK YOU

Develop an attitude of gratitude, and give thanks for everything that happens to you, knowing that every step forward is a step toward achieving something bigger and better than your current situation. ~ Brian Tracy

The Organizing Chairman and Committee of the Hospitality Asia Platinum Awards Regional Series 2011-2013 record their heartfelt gratitude, and a million thanks to the sponsors and partners who have made the event possible.



"SUTL Wines & Spirits is proud to be the sponsor of Batasiolo wine and Allergini Prosecco for the first time at HAPA. We are incredibly impressed by the presentation and organization of this prestigious event."

Janet Kum
Division Manager
SUTL Wines & Spirits



"It was an immense pleasure to be part of a greater cause as we pay tribute to "unsung heroes" in the hospitality industry and drive overall higher service standards."

Christopher Lim
Regional Director
Schmidt Marketing (Singapore) Pte Ltd





"Jennifer and WAP have managed to outdo themselves again with this very well put together event! Everything beginning from the very realistic passport invitations to the after-party seemed to flow so effortlessly that it must surely have involved ALOT of work behind the scenes."

Grace Tan
Marketing Manager
Sia Huat Private Limited



"PestBusters has been with HAPA since its inception into the hospitality industry. As HAPA had a similar mission, and with PestBusters, a name synonymous with industry, PestBusters decided to partner HAPA in this business excellence pursuit for organizations and daring individuals from the service sector. It was a way of giving back to society and recognizing award winners who made a difference and dared to be different. PestBusters too has gain recognition through HAPA. As for HAPA events, they are always well planned and executed. Kudos to the team!"

Thomas Fernandez
Chairman & CEO
PestBusters Pte Ltd

"As always, the event was run very smoothly with an amazing list of participating hotels from the region giving the HAPA awards the credibility of a highly sought after awards series. This bodes well for its long term relevance and cements its long term future. Jennifer continues to excel as the leading personality in this industry...and the food was great too!"

Eduwin Gomes
President
Woleco Hotel supplies Pte Ltd



"Thank you for two fantastic evenings with HAPA in Singapore, the only true event which brings us suppliers really close to the different employees of the hospitality family."

Vegard Prytz
VP & Regional Director
VingCard Elsafe Asia & Pacific





CAPELLA™
SINGAPORE

CAPELLA SINGAPORE



Robert Lagerway, General Manager of Capella Singapore, the venue for the first HAPA Awards Presentation Night is one of HAPA's most enthusiastic proponents. In his speech on the first night, he joked that HAPA being split into two nights was probably his fault, as his property was not able to accommodate all the nominees and guests. This, he feels, is a good thing – a sign of growth for the industry's only awards, run by hospitality professionals.

"HAPA is important because it recognizes the people in the industry. Nowhere in the world is there an Awards like HAPA, and I am pleased to have known all the founding members, who share my love and passion for the industry, because they know, like I do, that at the end of the day the people that make it happen are not the GMs and Executive Chefs, but the rank and file."

"Very rarely does my team at Capella do functions of this size. We are a very upscale, small scale resort, but the feedback I received was positive and I am very proud of my team. The format of the first night forced the guests to interact and I loved the precision of the programme. The two-night format was nice because one could see how fairly the wealth, in terms of the awards, were spread out. The judging was consistent and I love the report card system."

The eagle-eyes of the professional hotelier was also keen enough to spot potential talent in the Shatec students who helped out with the function. "I was pleasantly surprised at how much talent exists right here in Singapore. I got to be part of this hospitality community because someone gave me a chance, and with the Shatec students we have hired from the night itself, I hope to be able to give back."

His hopes for HAPA? "I would like to see HAPA enjoyed in every single country. After ten years, HAPA has built up momentum and I would love to continue to be associated with HAPA in one way or another."



10th
ANNIVERSARY
HAPA 2002-2011



MANDARIN
ORCHARD
SINGAPORE
BY MERITUS

MANDARIN ORCHARD SINGAPORE



Chief Executive Officer of Meritus Hotels & Resorts, Michael Sengol, is a legend in his time. The recipient of the Lifetime Achievement Award - Hospitality Personality of the Year 2011-2013, Sengol was also the gracious host of the Gala Presentation Night at the Mandarin Orchard Singapore. "Winning any award is always very nice. It gives one assurance that one is doing a job well, and it helps a person to stay the course," said the visionary.

As one of Asia's leading hoteliers, Sengol can always be counted on for a succinct review of a situation. Happily, HAPA passed with flying colours. "I think the committee did a very good job. The addition of the live music element with Dennis Lau and Jimmy Sax was just right. It was an honour to have the privilege of being the host of the Gala since it really is a celebration of excellence. This excellence is reflected in Mandarin Orchard Singapore's celebration of over 270 service and brand excellence awards for this year, making HAPA a great fit for a hotel like ours."

"I will always be happy to host HAPA because I feel it is what the industry needs. The industry has faced a slump because there has been not enough recognition and a lot less networking opportunities. HAPA allows independent hotels who do not have internal training and auditing programmes to be part of the bigger hospitality network and to benefit from the experience. What I would like to see is a bigger emphasis on service staff – categories for waiters, bellmen and the like. Although people who work in these areas are still friendly, they have lost their level of service. Things like pouring wine wrongly or offering more bread at the wrong time all point to a loss in the finer points of service."

"My best experience at HAPA was seeing people I respect and admire being awarded. It gives me a chance to see what they are doing differently and to see how I can do it as well." These words echo Sengol's sentiment when he said upon the acceptance of his award, "It is time to give back."

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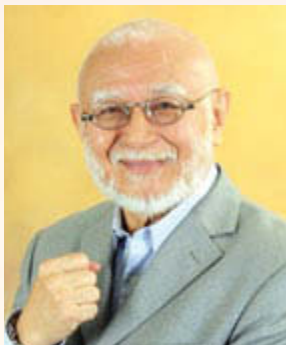
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HOSPITALITY CONSULTANT
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VINGCARD ELSAFE

The world leader in hotel security solutions, VingCard Elsafe has products installed in more than 39,000 properties worldwide, securing in excess of 6.5 million hotel rooms and is part of the ASSA ABLOY Group, a publicly listed company. VingCard provides numerous electronic locking system solutions since 1979, including traditional magnetic-stripe, smartcard systems and the latest RFID electronic locks compatible with the main ISO standards: ISO 14.443A (MIFARE), ISO 14.443B, ISO15.693 and NFC-compatible (Near Field Communication), fully integrated PMS interface software solutions, as well as the world leader in wireless online locking solutions for hotels based on ZigBee secured open platform. VISIONLINE by VingCard is installed in more than 50,000 rooms worldwide. VingCard has worldwide service and support in more than 166 countries.



Elsafe provides the only UL-listed (1037) hotel safe series on the market today in keypad and card-based models. Elsafe Safes include a UL-listed internal power outlet to support recharging of laptops and camcorders, full wireless online capabilities and RFID versions compatible with VingCard system. Elsafe customers also enjoy worldwide service and support. In addition, in 2010, VingCard Elsafe launched the new Energy Management Solution, Orion by VingCard Elsafe. Orion offers significant reduction in energy consumption, ensures guest comfort and contributes to improving hotels' green initiatives via full compatibility capabilities with the VISIONLINE wireless system. VingCard Elsafe is dedicated to the hospitality industry. For more information on VingCard Elsafe, visit www.vingcardelsafe.com.



10th
ANNIVERSARY
HAFIA 2002-2011

 **HAP SENG CONSOLIDATED BERHAD** (26877-W)



HAP SENG CONSOLIDATED BERHAD

Acefood Food Industry Pte Ltd is a wholly owned subsidiary of Hap Seng Consolidated Berhad, a Malaysian public listed company with diversified business in plantations, property investment, credit financing, trading of fertilizers and automotive as well as building materials and stone quarries. Operating in Singapore since year 1984, Acefood Food Industry Pte Ltd exports their products to 26 countries across the globe. They also offer a host of private label products specially manufactured for established retailers in Australia, Singapore and Hong Kong.

Acefood specializes in supplying high quality pure edible oils that comply with international standards. By adhering to BRC Global Standards and ISO 22000:2005 Food Safety Management Systems, Acefood has made its mark as reliable supplier of premium quality edible oils. Acefood products are certified Halal and Kosher thus giving the assurance of acceptance and potential to make inroads into any emerging markets.



Acefood-owned Linda brand is targeted at the food service markets, blended oils markets and retail market worldwide. Linda cooking oils were first available to the public in Singapore in 1997. Linda has a range of distinct products which include high quality corn oil, sunflower oil, soybean oil, canola oil, peanut oil and vegetable oil which are fast gaining recognition as healthy choices among health conscious consumers worldwide. These oils contain Omega-3 and Omega-6 fats that are known to bring wholesome benefits for cardiovascular, bone and skin health.

Linda has been awarded Halal certification, ISO22000 and the Healthier Choice Symbol certified by the Singapore Health Promotion Board, meaning that the products meet stringent nutritional standards. Linda oils are widely available in major supermarket stores in Singapore as well as Asian grocery stores in Australia.



HORECA SCHOOL OF EXCELLENCE

Boisterous bars, respected restaurants, bubbling bistros or any other successful F&B outlets you can think of owe success to one thing: their staff. Well after the grand launch, the novel concept or the posh address has dimmed in sheen, the staff is what keep patrons coming back for more.

To have a successful entertainment or F&B outlet you need to have successful staff. By that one means a staff that is well experienced, multi-talented, well trained and most importantly has the right attitude. If you're lucky, your staff comes 'pre-loaded' with the requisite criteria and you're well on your way to success. If not, this is where the HORECA SCHOOL OF EXCELLENCE (HSE) comes in.

HSE was started in 2006 as a means of disseminating the secrets of excellence to entertainment outlets and their staff. Its ultimate goal was to raise the level of expertise and performance of Klang Valley venues consistently higher as well as instil a sense of pride to those in this unique industry. Consequently, patrons would come to expect better for their patronage.



Essentially HSE is, as its name suggests, a school. It features theoretical and on-the-job programmes of various disciplines designed to motivate, improve and elevate outlet staff and their skills. These courses which are conducted by the best in the industry, both international and local, means that trainers know the best there is out there and exactly how to get the best out of participants.

More than a school, HSE has expanded into a network of partner outlets. Currently with 48 member outlets, the network is steadily expanding and with it a more sophisticated and professional level of service which Klang Valley patrons are beginning to notice and enjoy. Consistency is key, which is why HSE also constantly conducts exercises, promotions and support activities to stimulate the network. As a result, they are becoming the enviable industry benchmark of excellence. If you want proof, the network is comprised of some of the most popular venues in the city like WIP, 7atenine, Rootz and twenty.one kitchen+bar, who are also multiple award winners in excellence.



PESTBUSTERS PTE LTD

Since our incorporation in 1991, PestBusters has grown regionally with branches in Cambodia, Vietnam, Malaysia, Thailand, Philippines and Indonesia serving most of the major hotels, food establishments, health care facilities, service apartments, condominiums and other commercial and residential properties. PestBusters has more branches opening not just in the region alone such as Myanmar, India and China but as far as the Middle East and Europe as well.

PestBusters is well known to deliver a high level of consistency and committed services that has won and helped us to retain many prestigious pest management contracts year after year. This has been the secret to PestBusters' success!



PestBusters' approach to management of pest has been 'Inspection-Driven'. Advocating Integrated Pest Management (IPM), our work strategy has been site-specific, with less dependence on the usage of pesticides BUT with more precision and targeted pest management strategies taking a holistic approach towards pest management.

Listening to what customers have to say is one of our core values and we take customer's feedback seriously. With a greater understanding of our customers' operations, we have been able to improve our pest management policies and procedures.

PestBusters' forte is to remain in the forefront of corporate companies and institutions that care for their future generations and want to make our world a safer and a pest-free place to live and work in. Hence, our drive towards being "Responsible Corporate Citizen".

Leading the industry by providing the highest dollar value, we set the standards with experienced and knowledgeable service personnel coupled with innovative technology. Our aspiration to secure the market-niche of pest management in the hospitality industry has been realized – '...committed to meeting the needs of those who depend on having the highest standards, whose hallmark is excellence'.

We are here to give our customers tomorrow's experience with our promise not just to deliver BUT, to deliver our promise!



SIA HUAT 
Beyond Foodservice Supplies



SIA HUAT PRIVATE LIMITED

With over 50 years of experience and established track records, Sia Huat is today a leading stockist, wholesaler, and one-stop centre for an extensive range of quality tableware, kitchenware, foodservice, and related equipment and utensils. Sia Huat has become the destination of choice for foodservice operators who expect consistent quality and selection for their front- and back-of-house needs. Our retail outlet is also popular with homeowners and tourists who are attracted by the store's modern look and vast array of products on display.

Sia Huat offers customers unparalleled choices under one roof. Together with our house brands of tableware and kitchenware, Sia Huat has something to suit every budget and need.

Arcoroc – Institutional Tableware, Besser Vacuum – Vacuum Machines, Cambro Manufacturing – Foodservice Systems, CCK – Chinese Cooking Utensils, Cerabon – Porcelain Ware, Chef Revival – Quality Chef Clothing, Chef's Choice – Professional Knife Sharpeners, Cole and Mason – Salt & Pepper Mills, Cooper Atkins – Precision Temperature Measurement Tools, De Buyer – Kitchen & Pastry Utensils, Dynamic – Hand Mixers & Salad Spinners, Giesser Messer – Professional Knives, Iwatani – Portable Gas Cookers & Gas Canisters, Lacor – Stainless Steel Heavy Duty Cookware, Mauviel – Quality Copper Ware, Nicem – Cutlery & Glass Polishers, Roller Grill – Professional Kitchen Equipment, Royal Porcelain – Bone China, Maxadura & Porcelain Ware, Safico – Stainless Steel Tableware, San Jamar – Hygiene & Food Safety Solutions, SousVide Supreme – Sous Vide Appliances, Spulboy – Glass Washing System, Vulcan – Chafer Fuel, Waring Commercial – Mixers & Blenders, and more.



Sia Huat exports to over 13 countries in Southeast Asia. Our wide range of local and overseas clientele includes: Restaurants & caterers, hotels & country clubs, hospitals & educational institutions, government departments & projects, airlines, supermarkets & department stores, resellers & dealers, non-commercial users & home owners.

To ensure that our comprehensive range of products is delivered in a professional and complete manner, we have established an extensive worldwide supplier network to support over 30,000 SKUs, including quality-controlled in-house brands designed to provide you with the best value. Along with our dedicated service team and 80,000 square feet of warehouse space, Sia Huat is best equipped to meet all your replenishment needs.

Sia Huat Pte Ltd

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Hocatsu (M) Sdn Bhd

E-mail: enquiry@hocatsu.com.my Web: www.hocatsu.com.my



STRATEGIC AMENITY ALLIANCE

One World, One Standard, One Source

WOLECO SUPPLIES PTE LTD

Established in 1979, Woleco is a trusted name and one of the market leaders in manufacturing and supplying quality products and services to hotels and hotel groups worldwide. To date, Woleco owns 2 manufacturing facilities, 8 branch offices in Asia Pacific Region, and has 5 distributors in Korea, Japan, Vietnam, Cambodia and Philippines. We are also a member of Strategic Amenity Alliance (SAA). Woleco has been a trusted name in the hospitality industry, supplying a range of premium guest amenities. Our clients include Hyatt, Starwood, Fairmont, Raffles, Club Med, Fraser Hospitality and Swissotel.



Consistency of product quality is assured in our GMP (Good Manufacturing Practices) plant. Our GMP Plant has appointed personnel to carefully monitor the manufacturing process – from mold-making to silk screening – to ensure the highest standards. Our extensive range of guest amenities products can be personalized to incorporate your branding. Woleco's team of in-house designers can also create an exclusive range tailored to your specific needs. Woleco is a proud partner with various prestigious brands specifically for the hospitality industry.

June Jacobs, a world renowned spa visionary for over thirty years, has redefined luxury spa. The couture June Jacobs Spa Collection marries age defying science with nature and is based on highly effective concentrations of botanical and plant extracts recognized for their soothing and restorative powers.

The June Jacobs Spa Collection for face and body addresses all skin concerns and consists of approximately 100 professional and retail products. Available only to the most discerning clientele and found at the most prestigious resorts and spas worldwide.

June Jacobs has created three global skin care lines. Continuing her commitment to innovation and quality, June set out to change the landscape of skin care within the spa market through the creation of the June Jacobs Spa Collection. To maintain the highest levels of quality and standards in manufacturing, June also opened an independent laboratory, June Jacobs Labs.

ENTERTAINMENT BY DENNIS LAU



Electric violinist/songwriter/producer Dennis Lau is a UCSI Bachelors of Music graduate under the Newcastle Australian Music Degree Programme. He began his musical adventure with the piano at the age of three and became one of the youngest ever in Malaysia to reach Grade 8 by the age of 11. He then went on to obtain several diplomas in classical piano including the ATCL, A.M.U.S.A, Dip ABRSM and LGSM (hons).

Lau's violin training started at the age of eight. He later obtained the ATCL Diploma at the age of 15. This protégé was the Award Winner for Outstanding Performance for the world class Trinity College of London, LTCL examinations, and was subsequently awarded for Outstanding Performance in Violin during his FTCL examinations, by the Trinity College of London.

Lau is now an accomplished musician with many years of experience under his belt. Not only is he prominent in the local music scene and in contemporary/jazz rhythms but he has also made a name for himself in the international arena. He has shared the stage with Asia's most prominent and popular artistes and celebrities such as Ning Baizura, David Tao, Lewis Pragasam, James Boyle, Syafinaz Selamat, Tay Kewei, Fransisca Peters, Jimmy Sax, Noryn Aziz, Atilia Haron, Amber Chia, Winnie Loo, Arianna Teoh and Maya Karin.

His international collaborations include the likes of Wang Leehom's bassist (Jingles) and guitarist, Jamie Wilson, Lee An a popular Korean singer and Kewei from Singapore. He is also a regular guest performer on various television programmes and is regularly invited to perform as a solo violinist and also as a collaborative partnership with numerous musicians internationally, countries like Thailand, Singapore, Korea, Sri Lanka, Indonesia, Hong Kong, Macau, China and Korea.

Aside from performing, composing, and working on his album, Lau contributes to the evolution of the music industry through his other passion - teaching. He manages to devote his skills, talent and patience to conduct music lessons for the young in his home studio.

Lau released his maiden album in November 2009. This album was composed and produced solely by Lau, and featured compositions that amalgamate jazz, pop and the classics. Sony Music Entertainment are the distributors for the album DiversiFY, making Lau the first Malaysian instrumental artiste to sign on with Sony.



10th ANNIVERSARY
HAPA 2002-2011

WINNERS LIST

MAJOR AWARDS

HAPA SERVICE EXCELLENCE

Sponsored by:
Hospitality Asia 


BEST 10 IN ASIA

WINNER : Resorts World Manila, Philippines (94.35)

PLATINUM WINNERS

(Benchmark Score 90.00)
Conrad Centennial Singapore
Dusit Thani Manila, Philippines
Intercontinental Asiana Saigon, Vietnam
Intercontinental Hanoi Westlake, Vietnam
Mandarin Oriental, Kuala Lumpur, Malaysia
Pangkor Laut Resort, Perak, Malaysia
Swissotel The Stamford Singapore
The Danna Langkawi, Kedah, Malaysia
The Samaya Ubud Bali, Indonesia
The Westin Langkawi Resort & Spa, Malaysia

HAPA HOTEL OF THE YEAR

Sponsored by:
Sia Huat Private Limited 

BEST 10 IN ASIA

WINNER : Conrad Centennial Singapore (91.25)

PLATINUM WINNERS

(Benchmark Score 85.35)
Dusit Thani Manila, Philippines
Four Points By Sheraton Bangkok, Sukhumvit 15, Thailand
Intercontinental Asiana Saigon, Vietnam
Intercontinental Hanoi Westlake, Vietnam
Mandarin Oriental, Kuala Lumpur, Malaysia
Millennium Hilton Bangkok, Thailand
Pathumwan Princess Hotel Bangkok, Thailand
Swissotel The Stamford Singapore
The Ritz-Carlton Kuala Lumpur, Malaysia
Tower Club At Lebua, Bangkok, Thailand

HAPA RESORT OF THE YEAR

Sponsored by:
Woleco Hotel Supplies Pte Ltd 

BEST 10 IN ASIA

WINNER : Pangkor Laut Resort, Perak, Malaysia (90.25)


PLATINUM WINNERS

(Benchmark Score 85.75)
Anantara Phuket Villas, Thailand
Capella Singapore
The St. Regis Bali Resort, Indonesia
The Westin Langkawi Resort & Spa, Kedah, Malaysia

GOLD WINNERS

(Benchmark Score 81.55)
Anantara Golden Triangle, Chiang Rai, Thailand
Dewa Phuket, Thailand
KC Resort & Over Water Villas, Koh Samui, Thailand
The Danna Langkawi, Kedah, Malaysia
The Samaya Ubud Bali, Indonesia

HAPA RESTAURANT OF THE YEAR

Sponsored by:
Fonterra Foodservices 


BEST 10 IN ASIA

WINNER : Mezzaluna, Tower Club At Lebua, Bangkok, Thailand (92.85)

PLATINUM WINNERS

(Benchmark Score 87.75)
Acqua Phuket, Thailand
Breeze, Tower Club At Lebua, Bangkok, Thailand
Da Maurizio Bar & Ristorante, Phuket, Thailand
Kayuputi Restaurant, The St. Regis Bali Resort, Indonesia
Paradise Pavilion, Singapore
Park Palace, Grand Park City Hall Singapore
Sirocco, Tower Club At Lebua, Bangkok, Thailand
Taste Paradise, Singapore
The Cliff Bar & Grill, Koh Samui, Thailand

HAPA ENTERTAINMENT OUTLET OF THE YEAR

Sponsored by:
Pacific Beverages 

BEST 10 IN ASIA

WINNER : Zouk Singapore (93.00)

PLATINUM WINNERS

(Benchmark Score 88.50)
Distil, Tower Club At Lebua, Bangkok, Thailand
Skybar, Tower Club At Lebua, Bangkok, Thailand
View Rooftop Bar, G Tower Hotel Kuala Lumpur
GOLD WINNERS
(Benchmark Score 77.45)
Hard Rock Café, Hard Rock Hotel Penang, Malaysia
Indochine Waterfront Restaurant, Singapore
QE II The Venue, Penang, Malaysia
Sultan Lounge, Mandarin Oriental, Kuala Lumpur, Malaysia
The Butter Factory, Singapore
Zouk Club Kuala Lumpur, Malaysia

HAPA GENERAL MANAGER OF THE YEAR

Sponsored by:
PestBusters Pte Ltd 

BEST 10 IN ASIA

WINNER : Mr Robert Lagerwey, Capella Singapore (96.50)

PLATINUM WINNERS

(Benchmark Score 86.50)
Mr Kurt O. Wehinger, Marina Mandarin Singapore
Mr Pierre J Barthes, Mandarin Oriental, Kuala Lumpur, Malaysia
Mr Prateek Kumar, Dusit Thani Manila, Philippines
Mr Ray Clark, The Samaya Ubud Bali, Indonesia
Dato' Shaheen Shah, Cyberview Resort & Spa, Cyberjaya, Selangor, Malaysia
Mr Steve Cokkinias, The Ritz-Carlton Kuala Lumpur, Malaysia
Mr Thomas Hoeborn, Millennium Hilton Bangkok, Thailand

HAPA CHEF OF THE YEAR

Sponsored by:
Linda 


BEST 10 IN ASIA

WINNER : Chef Antoine Rodriguez, Le Meridien Kuala Lumpur, Malaysia (95.50)
WINNER : Chef Tony Khoo, Marina Mandarin Singapore (95.50)

PLATINUM WINNERS

(Benchmark Score 85.00)
Chef Alessandro Frau, Acqua Phuket, Thailand
Chef Christian Nehemian, Holiday Inn Resort Baruna Bali, Indonesia
Chef Erwin Eberharter, Dusit Thani Bangkok, Thailand
Chef Julie Song, Indulgence Restaurant & Living, Perak, Malaysia
Chef Paolo Fadda, Da Maurizio Bar & Ristorante, Phuket, Thailand
Chef Sabri Soid, The Royale Chulan Kuala Lumpur, Malaysia
Executive Chef Shigeru Akashi, Mandarin Orchard Singapore
Chef Yong Bing Ngen, Majestic Restaurant, Singapore

HAPA HOSPITALITY ENTREPRENEUR OF THE YEAR

Sponsored by:
VingCard Elsafe 


BEST 5 IN ASIA

WINNER : Mr Deepak Ohri, Lebua Hotels & Resorts, Bangkok, Thailand (90.95)

PLATINUM WINNER

(Benchmark Score 88.35)
Mr Michael Ma, Indochine Group, Singapore
GOLD WINNERS
(Benchmark Score 80.50)
Mr Allen Law, Park Hotel Group, Singapore
Mr Dave Chin, Soho Group of Companies, Penang, Malaysia
Mr Lars Ydmark, Dewa Phuket, Thailand
Mr Thomas Chiam, Friends Restaurant & Catering Group, Singapore

HAPA GOLF COURSE OF THE YEAR

Sponsored by:
Enrich Malaysia Airlines 


BEST 5 IN ASIA

WINNER : Kuala Lumpur Golf & Country Club, Malaysia (87.00)

PLATINUM WINNER

(Benchmark Score 85.00)
Red Mountain Golf Club, Phuket, Thailand
GOLD WINNERS
(Benchmark Score 79.30)
Kota Permai Golf & Country Club, Selangor, Malaysia
Rancamaya Golf & Country Club Jakarta, Indonesia
Riverside Golf Club Jakarta, Indonesia

HAPA SPA OF THE YEAR

Sponsored by:
Schmidt Marketing (S) Pte Ltd 

BEST 10 IN ASIA


WINNER : Spa & Wellness Centre, The Banjaran Hotsprings Retreat, Perak, Malaysia (94.00)

PLATINUM WINNERS

(Benchmark Score 87.50)
Anantara Spa, Anantara Phuket Villas, Thailand
Auriga Spa, Capella Singapore
Borneo Spa, Nexus Resort & Spa Karambunai, Sabah, Malaysia
Coqoon Spa, Indigo Pearl Phuket, Thailand
Devarana Spa Manila, Dusit Thani Manila, Philippines
Heavenly Spa, The Westin Langkawi Resort & Spa, Kedah, Malaysia
Spa at Maya, Maya Ubud Resort & Spa Bali, Indonesia
Spa Village Kuala Lumpur, The Ritz-Carlton Kuala Lumpur, Malaysia
Spa Village Pangkor Laut, Pangkor Laut Resort, Perak, Malaysia
Tea Tree Spa, Holiday Inn Resort Baruna Bali, Indonesia

SPECIAL AWARD

HAPA F&B FRONT LINE CUSTOMER SERVICE EXCELLENCE


Sponsored by:
HORECA School Of Excellence 

BEST IN ASIA

WINNER : WIP Kuala Lumpur, Malaysia (87.40)

ESTABLISHMENT AWARDS

HAPA SIGNATURE LUXURY RESORT

Sponsored by:
Schmidt Marketing (S) Pte Ltd 

BEST 10 IN ASIA

PLATINUM WINNERS

(Benchmark Score 87.00)
Capella Singapore
Pangkor Laut Resort, Perak, Malaysia
The Banjaran Hotsprings Retreat, Perak, Malaysia
The St. Regis Bali Resort, Indonesia
The Westin Langkawi Resort & Spa, Kedah, Malaysia

GOLD WINNERS

(Benchmark Score 81.00)
Anantara Golden Triangle, Chiang Rai, Thailand
Indigo Pearl Phuket, Thailand
KC Resort & Over Water Villas, Koh Samui, Thailand
Tanjong Jara Resort, Terengganu, Malaysia
The Danna Langkawi, Kedah, Malaysia
The Westin Resort Nusa Dua, Bali, Indonesia



WINNERS LIST

HAPA SIGNATURE LUXURY HOTEL

Sponsored by:
PestBusters Pte Ltd



**BEST 5 IN ASIA
PLATINUM WINNERS**
(Benchmark Score 87.50)
Conrad Bangkok, Thailand
Conrad Centennial Singapore
Dusit Thani Manila, Philippines
The Dharmawangsa Jakarta, Indonesia
The Ritz-Carlton Kuala Lumpur, Malaysia

HAPA SIGNATURE BUSINESS HOTEL

Sponsored by:
VingCard Elsafe



**BEST 10 IN ASIA
PLATINUM WINNERS**
(Benchmark Score 85.90)

Conrad Bangkok, Thailand
Dusit Thani Manila, Philippines
Four Points By Sheraton Bangkok, Thailand
Intercontinental Asiana Saigon, Vietnam
Intercontinental Hanoi Westlake, Vietnam
Intercontinental Singapore
Mandarin Oriental, Kuala Lumpur, Malaysia
Swissotel The Stamford Singapore
Tower Club At Lebua, Bangkok, Thailand
GOLD WINNERS
(Benchmark Score 84.75)
Millennium Hotel Bangkok, Thailand
Pathumwan Princess Hotel Bangkok, Thailand

HAPA SIGNATURE DELUXE HOTEL

Sponsored by:
VingCard Elsafe



**BEST 5 IN ASIA
GOLD WINNERS**
(Benchmark Score 78.00)

Four Points By Sheraton Kuching, Sarawak, Malaysia
Grand Park City Hall Singapore
Hard Rock Singapore
Holiday Inn Melaka, Malaysia
Park Hotel Clarke Quay Singapore

HAPA SIGNATURE SERVICED RESIDENCE

Sponsored by:
PestBusters Pte Ltd



**BEST 5 IN ASIA
PLATINUM WINNERS**
(Benchmark Score 86.00)

Dewa Phuket, Thailand
Resorts World Manila, Philippines
The Royale Chulan Kuala Lumpur, Malaysia
GOLD WINNERS
(Benchmark Score 79.40)
Nexus Resort & Spa Karambunai, Sabah, Malaysia
Oakwood Premier Cozmo Jakarta, Indonesia

HAPA SIGNATURE BOUTIQUE HOTEL/RESORT

Sponsored by:
PestBusters Pte Ltd



**BEST 10 IN ASIA
PLATINUM WINNERS**
(Benchmark Score 87.75)

Anantara Phuket Villas, Thailand
The Dharmawangsa Jakarta, Indonesia
GOLD WINNERS
(Benchmark Score 77.60)
Anantara Seminyak Bali, Indonesia
Cameron Highlands Resort, Pahang, Malaysia
Dewa Phuket, Thailand
Hotel Fort Canning, Singapore
Indulgence Restaurant & Living, Perak, Malaysia
Japamala Resort, Tioman, Malaysia
The Kunja Villas & Spa Bali, Indonesia
The Samaya Ubud Bali, Indonesia

HAPA SIGNATURE FAMILY & RECREATIONAL RESORT

Sponsored by:
Woleco Hotel Supplies Pte Ltd



**BEST 10 IN ASIA
PLATINUM WINNER**
(Benchmark Score 85.00)

Dewa Phuket, Thailand
GOLD WINNERS
(Benchmark Score 76.75)
Festive Hotel, Singapore
Hard Rock Hotel Penang, Malaysia
Holiday Inn Resort Baruna Bali, Indonesia
Le Meridien Chiang Rai, Thailand
Miri Marriott Resort & Spa, Sarawak, Malaysia
Nexus Resort & Spa Karambunai, Sabah, Malaysia
Nikko Bali Resort & Spa, Indonesia
Pulau Desaru Beach Resort & Spa, Johor, Malaysia
The Westin Resort Nusa Dua, Bali, Indonesia

HAPA SIGNATURE SPA EXPERIENCE

Sponsored by:
Woleco Hotel Supplies Pte Ltd



**BEST 10 IN ASIA
PLATINUM WINNERS**
(Benchmark Score 86.50)

Coqoon Spa, Indigo Pearl Phuket, Thailand
Devarana Spa Manila, Dusit Thani Manila, Philippines
Heavenly Spa, The Westin Langkawi Resort & Spa, Kedah, Malaysia
Luxa Spa, Hansar Samui, Thailand
Remede Spa, The St Regis Bali Resort, Indonesia
Sembunyi Spa, Cyberview Resort & Spa, Cyberjaya, Selangor, Malaysia
Spa & Wellness Centre, The Banjaran Hotsprings Retreat, Perak, Malaysia
Spa Village Kuala Lumpur, The Ritz-Carlton Kuala Lumpur, Malaysia
Spa Village Pangkor Laut, Pangkor Laut Resort, Perak, Malaysia
Tea Tree Spa, Holiday Inn Resort Baruna Bali, Indonesia

PERSONALITY AWARDS

HAPA ARTISTIC CHEF – PASTRY
Sponsored by:
Fonterra Foodservices



**BEST 5 IN ASIA
PLATINUM WINNERS**
(Benchmark Score 86.25)

Chef Bruno Philippe, Conrad Centennial Singapore
Chef Chern Chee Hoong, Resorts World Genting, Pahang, Malaysia
Chef Holger Deh, Mandarin Oriental, Kuala Lumpur, Malaysia
Chef Loh Mee Foong, Le Meridien Kuala Lumpur, Malaysia
GOLD WINNER
(Benchmark Score 82.65)
Chef Julie Song, Indulgence Restaurant & Living, Perak, Malaysia

HAPA MASTER OF WINE

Sponsored by:
HORECA School Of Excellence



**BEST IN ASIA
PLATINUM WINNER**
(Benchmark Score 91.50)

Mr Randy Chinn, Baan Rim Pa, Phuket, Thailand

HAPA MOST STYLISTIC BARTENDER

Sponsored by:
HORECA School Of Excellence



**BEST IN ASIA
PLATINUM WINNER**
(Benchmark Score 85.05)

Mr Jose Bongalos Fulgencio, WIP Kuala Lumpur, Malaysia

HAPA MOST INNOVATIVE F&B PERSONALITY

Sponsored by:
ToTT Store



**BEST 10 IN ASIA
PLATINUM WINNERS**
(Benchmark Score 89.50)

Chef Alessandro Frau, Acqua Phuket, Thailand
Mr Azrile Aziz, The Royale Chulan Kuala Lumpur, Malaysia
Mr Lawrence Yeo Kim Tee, Grand Park City Hall Singapore
Mr Michael Ma, Indochine Group, Singapore
GOLD WINNERS
(Benchmark Score 79.25)
Mr Azmi Kamsari, The Westin Langkawi Resort & Spa, Kedah, Malaysia
Mr Benson Koh, Resorts World Genting, Pahang, Malaysia
Mr Danny Ignatius, Crown Plaza Mutiara Kuala Lumpur, Malaysia
Chef Imran Hamid, Thistle Port Dickson, Seremban, Malaysia
Chef Julie Song, Indulgence Restaurant & Living, Perak, Malaysia
Mr Mokhtar Latiff, Grand Dorset Subang Hotel, Selangor, Malaysia

HAPA KING OF KITCHENS

Sponsored by:
Cerabon Essentials



**BEST 10 IN ASIA
PLATINUM WINNERS**
(Benchmark Score 85.25)

Chef Alessandro Frau, Acqua Phuket, Thailand
Chef Antoine Rodriguez, Le Meridien Kuala Lumpur, Malaysia
Chef Christian Nehemian, Holiday Inn Resort Baruna Bali, Indonesia
Chef Ivan Yeo, Park Hotel Clarke Quay Singapore
Chef Julie Song, Indulgence Restaurant & Living, Perak, Malaysia
Chef Oliver Lopez, Resorts World Genting, Pahang, Malaysia
Chef Paolo Fadda, Da Maurizio Bar & Ristorante, Phuket, Thailand
Chef Tony Khoo, Marina Mandarin Singapore
Chef Wai Look Chow, Shook! Restaurant, Kuala Lumpur, Malaysia

HAPA MASTER CHEF – WESTERN CUISINE

Sponsored by:
Sia Huat Private Limited



**BEST 10 IN ASIA
PLATINUM WINNERS**
(Benchmark Score 85.00)

Chef Alessandro Frau, Acqua Phuket, Thailand
Chef Carlo Maregoni, Marina Mandarin Singapore
Chef Jakob Esko, Capella Singapore
Chef Julie Song, Indulgence Restaurant & Living, Perak, Malaysia
Chef Paolo Fadda, Da Maurizio Bar & Ristorante, Phuket, Thailand
Chef Sabri Soid, The Royale Chulan Kuala Lumpur, Malaysia
Chef Sazli Nazim Ismail, Le Meridien Kuala Lumpur, Malaysia
Chef Sunny Sia, Grand Park City Hall Singapore
Chef William Lim, Conrad Centennial Singapore

HAPA MASTER CHEF – ASIAN CUISINE

Sponsored by:
Family Choice



**BEST 10 IN ASIA
PLATINUM WINNERS**
(Benchmark Score 85.00)

Chef Chang Kung Lai, Grand Park City Hall Singapore
Chef Ku Keung, Conrad Centennial Singapore
Chef Paitoon, Anantara Golden Triangle, Chiang Rai, Thailand
Chef Vincent Lee, G Hotel Penang, Malaysia
Chef Yong Bing Ngen, Majestic Restaurant Singapore
GOLD WINNERS
(Benchmark Score 82.80)
Chef Ken Ling, Chinoise by Susur Lee, Singapore
Executive Sous Chef Liew Tien Heong, Mandarin Orchard Singapore
Chef Takao Ando, Fukuya, Kuala Lumpur, Malaysia
Chef Yu Zhi Da, Windsor Plaza Hotel, Ho Chi Minh, Vietnam



WINNERS LIST

CULINARY AWARDS

HAPA MOST EXQUISITE DINING EXPERIENCE – WESTERN CUISINE

Sponsored by:
Linda



BEST 10 IN ASIA PLATINUM WINNERS

(Benchmark Score 85.00)

Acqua Phuket, Thailand
Da Maurizio Bar & Ristorante, Phuket, Thailand
Jaan Restaurant, Swissotel The Stamford Singapore

L'Heritage, The Royale Chulan Kuala Lumpur, Malaysia

Mandarin Grill, Mandarin Oriental, Kuala Lumpur, Malaysia

Mezzaluna, Tower Club At Lebua, Bangkok, Thailand

Ristorante Bologna, Marina Mandarin Singapore

The Cliff Bar & Grill Koh Samui, Thailand

The Olive, Resorts World Genting, Pahang, Malaysia

Tosca, Dusit Thani Manila, Philippines

HAPA MOST AUTHENTIC ASIAN CUISINE RESTAURANT

Sponsored by:
Family Choice



BEST 10 IN ASIA PLATINUM WINNERS

(Benchmark Score 85.00)

Benjarong Royal Thai Restaurant, Dusit Thani Manila, Philippines

Breeze, Tower Club At Lebua, Bangkok, Thailand

Crystal Jade Restaurant Jakarta, Indonesia

Kongju Korean Restaurant, Pathumwan Princess Hotel Bangkok, Thailand

Pak Loh Chiu Chow Restaurant, Kuala Lumpur, Malaysia

Paradise Pavilion, Singapore

Park Palace, Grand Park City Hall Singapore

Peach Blossoms, Marina Mandarin Singapore

Taste Paradise, Singapore

The Straits, Pangkor Laut Resort, Perak, Malaysia

HAPA MOST TRENDY CASUAL DINING (INDEPENDENT RESTAURANTS)

Sponsored by:
Fonterra Foodservices



BEST 10 IN ASIA PLATINUM WINNERS

(Benchmark Score 85.10)

Acqua Phuket, Thailand

Da Maurizio Bar & Ristorante, Phuket, Thailand

The Cliff Bar & Grill, Koh Samui, Thailand

GOLD WINNERS

(Benchmark Score 78.50)

Baan Rim Pa, Phuket, Thailand

Joes Downstairs, Phuket, Thailand

Shook! Restaurant, Kuala Lumpur, Malaysia

Spasso Milano Kuala Lumpur, Malaysia

Taste Paradise, Singapore

That Little Wine Bar, Penang, Malaysia

WIP Kuala Lumpur, Malaysia

HAPA MOST CHIC ALL-DAY DINING

Sponsored by:
Fonterra Foodservices



BEST 10 IN ASIA PLATINUM WINNERS

(Benchmark Score 85.90)

Cafe Mozu, Tower Club At Lebua, Bangkok, Thailand

Indulge At Park, Grand Park City Hall Singapore

Oscar's Cafe & Terrace, Conrad Centennial Singapore

The View Restaurant & Wine Lounge, KC Resort & Over Water Villas Koh Samui, Thailand

GOLD WINNERS

(Benchmark Score 80.50)

Basix All-Day Dining Restaurant, Dusit Thani Manila, Philippines

Envy, Holiday Inn Resort Baruna Bali, Indonesia

Flow, Millennium Hilton Bangkok, Thailand

Ikan Restaurant, The Westin Resort Nusa Dua Bali, Indonesia

The Eatery, Four Points By Sheraton Kuching, Sarawak, Malaysia

HAPA MOST COSMOPOLITAN BAR & RESTAURANT

Sponsored by:
Pacific Beverages



BEST 10 IN ASIA PLATINUM WINNERS

(Benchmark Score 87.00)

1-Twenty Six, Singapore

Sirocco, Tower Club At Lebua, Bangkok, Thailand

GOLD WINNERS

(Benchmark Score 74.50)

1-Altitude, Singapore

Baan Rim Pa, Phuket, Thailand

Da Maurizio Bar & Ristorante, Phuket, Thailand

Indochine Waterfront Restaurant, Singapore

Joes Downstairs, Phuket, Thailand

That Little Wine Bar, Penang, Malaysia

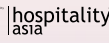
The Forbidden City, Singapore

Threesixty, Millennium Hilton Bangkok, Thailand

Umu Japanese Sake Bar & Restaurant, Dusit Thani Manila, Philippines

HAPA MOST UNIQUE F&B CONCEPT

Sponsored by:
Hospitality Asia



BEST 10 IN ASIA PLATINUM WINNERS

(Benchmark Score 89.00)

Acqua Phuket, Thailand

Freedom, The Westin Langkawi Resort & Spa, Kedah, Malaysia

Maya, Millennium Hilton Bangkok, Thailand

Mezzaluna, Tower Club At Lebua, Bangkok, Thailand

GOLD WINNERS

(Benchmark Score 79.00)

1-Altitude Singapore

1-Twenty Six, Singapore

Bridge Bar, G Tower Hotel Kuala Lumpur, Malaysia

Da Maurizio Bar & Ristorante, Phuket, Thailand

Open House Restaurant, Grand Park Orchard Singapore

Puteri Sutera (Sunset Cruise), Sutera Harbour Resort, Sabah, Malaysia

DEPARTMENT AWARDS

HAPA BEST FRONT OFFICE

Sponsored by:
VingCard Elsafe



BEST 10 IN ASIA PLATINUM WINNERS

(Benchmark Score 89.50)

Anantara Phuket Villas, Thailand

Conrad Bangkok, Thailand

Conrad Centennial Singapore

Dewa Phuket, Thailand

Dusit Thani Manila, Philippines

Grand Park Orchard Singapore

Holiday Inn Melaka, Malaysia

Mandarin Oriental, Kuala Lumpur, Malaysia

Pangkor Laut Resort, Perak, Malaysia

HAPA BEST CONCIERGE

Sponsored by:
Enrich Malaysia Airlines



BEST 10 IN ASIA PLATINUM WINNERS

(Benchmark Score 88.75)

Conrad Centennial Singapore

Dewa Phuket, Thailand

Dusit Thani Manila, Philippines

Holiday Inn Resort Baruna Bali, Indonesia

Intercontinental Asiana Saigon, Vietnam

Intercontinental Hanoi Westlake, Vietnam

Pangkor Laut Resort, Perak, Malaysia

Resorts World Manila, Philippines

The Dharmawangsa Jakarta, Indonesia

The Ritz-Carlton Kuala Lumpur, Malaysia

HAPA BEST HOUSEKEEPING

Sponsored by:
Woleco Hotel Supplies Pte Ltd



BEST 10 IN ASIA PLATINUM WINNERS

(Benchmark Score 88.50)

Anantara Phuket Villas, Thailand

Conrad Bangkok, Thailand

Conrad Centennial Singapore

Dusit Thani Manila, Philippines

Intercontinental Singapore

Pangkor Laut Resort, Perak, Malaysia

Pulai Springs Resort & Spa, Johor, Malaysia

Swissotel The Stamford Singapore

The Banjaran Hot Springs Retreat, Perak, Malaysia

The Dharmawangsa Jakarta, Indonesia

LOCAL AWARDS – INDONESIA

HAPA INDONESIA SERVICE EXCELLENCE

Sponsored by:
PestBusters Pte Ltd



WINNER : The Samaya Ubud Bali, Indonesia

HAPA INDONESIA BEST HOTEL

Sponsored by:
Safico



WINNER : The Dharmawangsa Jakarta, Indonesia

HAPA INDONESIA BEST RESORT

Sponsored by:
Sia Huat Private Limited



WINNER : The St. Regis Bali Resort, Indonesia

HAPA INDONESIA BEST RESTAURANT

Sponsored by:
Fonterra Foodservices



WINNER : Kayuputi Restaurant, The St. Regis Bali Resort, Indonesia

LOCAL AWARDS – THAILAND

HAPA THAILAND SERVICE EXCELLENCE

Sponsored by:
VingCard Elsafe



WINNER : Anantara Golden Triangle, Chiang Rai, Thailand

HAPA THAILAND BEST HOTEL

Sponsored by:
VingCard Elsafe



WINNER : Conrad Bangkok, Thailand

HAPA THAILAND BEST RESORT

Sponsored by:
Woleco Hotel Supplies Pte Ltd



WINNER : Anantara Phuket Villas, Thailand

HAPA THAILAND BEST RESTAURANT

Sponsored by:
HAP SENG CONSOLIDATED BERHAD



WINNER : Mezzaluna, Tower Club At Lebua, Bangkok, Thailand

RECOGNITION AWARDS – VIETNAM

HAPA VIETNAM SERVICE EXCELLENCE

Sponsored by:
Hospitality Asia



RECIPIENT : Intercontinental Hanoi Westlake, Vietnam

HAPA VIETNAM HOTEL EXCELLENCE

Sponsored by:
Woleco Hotel Supplies Pte Ltd

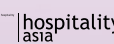


RECIPIENT : Intercontinental Asiana Saigon, Vietnam

RECOGNITION AWARDS – PHILIPPINES

HAPA PHILIPPINES SERVICE EXCELLENCE

Sponsored by:
Hospitality Asia



RECIPIENT : Resorts World Manila, Philippines

HAPA PHILIPPINES HOTEL EXCELLENCE

Sponsored by:
HORECA School Of Excellence



RECIPIENT : Dusit Thani Manila, Philippines



HOSPITALITY ASIA
PLATINUM AWARDS® 2011-2013
REGIONAL SERIES



"Thanks to HAPA for these prestigious awards presented to The Cliff Bar & Grill! We will strive to maintain our high levels of service and look forward to the next HAPA awards."

Lionel Helena
General Manager
The Cliff Bar & Grill, Koh Samui, Thailand



"Multiple recognition at HAPA reiterates that our work not only meets client's needs, but also exceeds our standards. It has indeed been measurable results for clients and a great marketing tool for our hotel."

Alexander Nayoan
Managing Director
The Dharmawangsa Jakarta, Indonesia



"It is indeed a great honour for us to be the Platinum Winner for Spa of the Year. This award is a wonderful recognition of our dedicated employees that have made the Spa at Maya renowned internationally for the exceptional high standard of service offered to our clients."

Paul Blake
General Manager
Maya Ubud Resort & Spa, Bali, Indonesia



"It has been a great honour for InterContinental Asiana Saigon to receive such fabulous awards. These awards belong to each and every one of the team who makes a difference; ensuring our guests receive outstanding service and memorable experiences and to create one of the IHG Great Hotels Guests Love."

Pascal Caubo
Hotel Manager
Intercontinental Asiana Saigon, Vietnam

Where paradise comes naturally...



Spectacularly located amid the rice fields and verdant hillsides of Bali's lush interior, The Samaya Ubud is the latest addition to the expanding The Royal Collection network.

The 19 villas feature a private swimming pool, king size bed, spacious bathroom and a host of luxurious amenities.

Come to The Samaya Ubud, Bali.



a member of
TheRoyalCollection

THE SAMAYA
UBUD-BALI



"Thank you for a great event and the recognition of our resort's many achievements. A true testament to our employees who create a great hotel guests love day after day."

Stephane Véroquier
General Manager
Holiday Inn Resort Baruna Bali, Indonesia



"I'd like to congratulate all winners from the HAPA Awards Regional Series as well as sincerely thank the team at Le Meridien Chiang Rai Resort for the hard work and dedication. This award is for them."

Justin Malcolm
General Manager
Le Meridien Chiang Rai Resort, Thailand



"It is our great pride to be recognized by HAPA as a five-star hotel in Bangkok offering the ultimate in lifestyle and modern comforts."

Christoph J Knichel
General Manager
Pathumwan Princess Hotel, Bangkok, Thailand



"We're more than thrilled to have received an award for JapaMala as one of the Best 10 in Asia. JapaMala may be celebrated for its exceptional nature-inspired resort design & eco-centric philosophy but would not be in any way distinguished if without the spirit & energy of our innkeepers who look after the resort and its guests with such fervour everyday. Thanks for validating their efforts!"

Maple Asaro
Director/Creative & Marketing Director
Samadhi Retreats, Malaysia





PARK HOTEL GROUP

TRIUMPHANT WIN AT *Park*

EMBARK ON YOUR PARK JOURNEY ACROSS 1 CONTINENT, 3 COUNTRIES AND 8 PROPERTIES.



Epicurean pleasures are best shared with a loved one



Sharing a private moment



Inspiring creativity



Treasured celebrations at Park

Established in Hong Kong since 1961, Park Hotel Group has expanded from 1 hotel to a portfolio of 8 hotels located across the Asia Pacific. 50 years down the road, our commitment to become a leading hospitality brand remains steadfast. Our recent wins in the Hospitality Asia Platinum Awards 2011 - 2013 are testament to our unwavering passion in service excellence and embodiment of loving hospitality. Join us as we continue to bring love and exceptional experiences to life.



HOSPITALITY ENTREPRENEUR OF THE YEAR

Mr Allen Law
(Gold Winner)

KING OF KITCHENS

Chef Ivan Yeo, Park Hotel Group
(Platinum Winner)

RESTAURANT OF THE YEAR

Park Palace, Grand Park City Hall
(Platinum Winner)

MOST UNIQUE F&B CONCEPT

Open House, Grand Park Orchard
(Gold Winner)

MASTER CHEF, ASIAN CUISINE

Chef Chan Kung Lai, Park Palace
(Platinum Winner)

MOST AUTHENTIC ASIAN CUISINE RESTAURANT

Park Palace, Grand Park City Hall
(Platinum Winner)

MOST CHIC ALL-DAY DINING

Indulge at Park, Grand Park City Hall
(Platinum Winner)

BEST FRONT OFFICE

Grand Park Orchard
(Platinum Winner)

MOST INNOVATIVE F&B PERSONALITY

Mr Lawrence Yeo, Grand Park City Hall
(Platinum Winner)

SIGNATURE DELUXE HOTEL

Grand Park City Hall
(Gold Winner)

SIGNATURE DELUXE HOTEL

Park Hotel Clarke Quay
(Gold Winner)

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50 YEARS of LOVING HOSPITALITY



"Thank you to the Hospitality Asia team, led by Jennifer, for embarking on this challenging and exciting project which will go a long way in raising the tangible and intangible products in the region. The biggest winner of all was the region's industry. We look forward to seeing the event grow from strength to strength. Congratulations to the achievers, the organizers, the hosting hotels, the judges and the board of directors for a wonderful display of quality."

Edward Holloway
Senior Vice President - Hotel Operations
Resorts World Genting, Malaysia



"We, the entire team of Millennium Hilton, are certainly delighted to be recognized by HAPA this year for our continued efforts in creativity and service excellence."

Thomas Hoebom
Regional General Manager
Hilton Worldwide Thailand



"I would like to thank HAPA for the recognition. The awards are only possible as we have a strong Majestic team. We will continue to do our best!"

Chef Yong Bing Ngen
Owner Chef
Majestic Restaurant, Singapore



"It was a superb and well-organized event, surrounded by an astounding wealth of talent within the hospitality industry that will be remembered forever. My appreciation goes out to the organizers of HAPA. We hope to be back in two years."

Andreas Kraemer
Area General Manager
KC Resort & Over Water Villas Koh Samui, Thailand



"We are honoured to be recognized for these awards which are a testament to our unwavering passion in service and loving hospitality. This achievement brings us exceptional delight as it coincides with Park Hotel Group's 50th Anniversary celebrations this year."

Allen Law
Director
Park Hotel Group



"The Danna team drives their passion from their core values of customer obsession, team work, and commitment to self development, resulting in creating intimate guest experiences that our customers always cherish. "

Aamir K. Khan C.H.A.
General Manager
The Danna Langkawi, Malaysia



"Pacific Regency Hotel Suites is proud to be part of this prestigious award. With this, we look forward to welcome you to our new and improved look in 2012."

Wong Joon Teck
General Manager
Pacific Regency Hotel Suites, Kuala Lumpur, Malaysia



"These awards are a testament to Swissôtel The Stamford's unwavering pursuit of excellence in every facet of our service to business as well as leisure travellers, and an affirmation of our credo - 'A Passion For Perfection'."

Aiden McAuley
Managing Director
Swissôtel The Stamford and Fairmont
Singapore





"I am indeed honoured and delighted to receive the HAPA Platinum Awards 2011-2013 Regional Series for Best 10 General Manager of the Year. To be named as one of the top ten general managers in Asia by your industry peers is indeed a huge recognition. With Cyberview Resort & Spa's Sembunyi Spa receiving the Platinum Awards Best 10 in Asia for Best Spa Experience, it augurs well towards our goal of providing exceptional experience in everything we do."

Dato' Shaheen Shah
General Manager
Cyberview Resort & Spa, Cyberjaya, Malaysia

"Winning the 'Best Housekeeping' and 'Best Signature Business Hotel' awards are great achievements and a testament to the hard work, dedication and passion of the fantastic team at InterContinental Singapore."

Tash Tobias
General Manager
InterContinental Singapore



"I appreciate your honouring The Cliff Bar & Grill with three prestigious awards, HAPA Most Exquisite Dining Experience, HAPA Most Trendy Casual Dining, and HAPA Restaurant of the Year. These awards distinguish our restaurant as one with a real commitment to our high quality of food and services reach its highest potential. Thank you so much for your recognition of our work; we'll do our very best to represent our restaurant according to the standards this award represents."

Bradley Munns
Owner/Founder
The Cliff Bar & Grill, Koh Samui, Thailand



"I thank God for giving me the opportunity to work with Charles Marshall our Area General Manager for the IHG Malaysian Cluster who has always coached and guided me to do my best."

Danny Ignatius
Director of Food & Beverage
Crowne Plaza Mutiara Kuala Lumpur,
Malaysia



AT THE 'HOTEL OF THE YEAR',
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The Conrad Centennial Singapore is honoured once again to have been awarded 'Hotel of the Year' by the prestigious Hospitality Asia Platinum Awards. For 15 years, we have been committed to better serve our guests as individuals. To provide an environment of discerning luxury, contemporary style, and completely connected service. Here's to our team members, who have worked so hard to make this possible. And above all... we would like to extend our appreciation to our distinguished partners. Our success is yours.

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"Winning 'Hotel of the Year' as we celebrate 15 years is indeed an honour! We are heartened to be recognized, and towards our guests who make this all possible; we will continue to serve to delight, just as we are delighted to serve!"

Heinrich Grafe
General Manager
Conrad Centennial Singapore



"Being recognized at the Hospitality Asia Platinum Awards Regional Series underlines where we stand amongst our peers. My Team and I believe that the combination of our passion for hospitality, creativity, professionalism, excellence in service standards and service delivery makes The Westin Langkawi Resort & Spa, a preferred choice for those travelling to Langkawi. We certainly try our utmost to create the perfect environment for our guests to relax and renew over and over again!"

Helmut Pluecker
General Manager
The Westin Langkawi Resort & Spa, Malaysia



"It was a real pleasure to participate in the Hospitality Asia Platinum Awards! It's always important to get people's feedback, especially from experts like the HAPA judges. The two awards nights in Singapore went very well for us, so I realized that all the unannounced inspection from HAPA Judges went well. We won 8 Platinum Awards including the most important categories such as Chef of The Year and Restaurant of The Year!"

Alessandro Frau
Executive Chef & Owner
Acqua Restaurant, Phuket, Thailand



"The event has provided valuable education for my team and I. We came away with ideas to better prepare the Batik to be a truly award-winning hospitality offering."

Jacqueline Fong
Proprietress
Batik Boutique Hotel, Kuching, Malaysia



"Hard Rock Hotel Penang congratulates Hospitality Asia for successfully organizing HAPA 2011-2013 Regional Series. It was two great evenings to reward the best players of the hospitality industry in Asia. Great job! As an entertainment hotel, we are very pleased be awarded the Gold Award for both Best Family/Recreational Resort and Best Entertainment for Hard Rock Cafe. Rock on!"

John Primmer
General Manager
Hard Rock Hotel Penang, Malaysia

"This is a great achievement for us. The whole process was a great tool to develop ourselves. Thank you HAPA for the awards."

Jean-Charles Le Coz
General Manager
Nikko Bali Resort and Spa, Indonesia



"A very big thank you and a heartfelt appreciation to G Hotel for giving me this wonderful opportunity to showcase my capabilities and encouraging me all the way. This HAPA award marks my culinary journey of 20 years with much accomplishment."

Chef Vincent Lee Meng Sen
Chef De Cuisine
G Hotel Penang, Malaysia





"Festive Hotel is synonymous with the family and we are proud to be recognized as a HAPA Signature Family & Recreational Resort! We will continue to make our hotel the ideal family retreat."

Henry Cheah
Director of Rooms
Festive Hotel Singapore



"We are delighted to be the recipient of three prestigious Hospitality Asia Platinum Awards (HAPA) 2011-2013 Regional Series for both Spa of The Year and Signature Luxury Resort. These awards are a testimony to the strength of our service delivery and ambition to consistently exceed guest expectations."

Kelly Lewis
General Manager
Indigo Pearl, Phuket, Thailand



"We are honoured to receive the HAPA Signature Boutique Hotel/Resort award and would like to thank all our guests for allowing us to offer them our hospitality and to our staff for their kind hearts and professionalism."

Robert Hepworth
Owners Consultant
The Kunja Villas and Spa, Bali



"VIEW has literally raised the bar to new heights with its iconic signature sensory areas. Being honoured with the Platinum Award for 'HAPA Best Entertainment Outlet of the Year 2011 - 2013' truly showcases a rooftop bar with the ultimate VIEW. Bridge Bar, a highly exclusive 'Member's Only' Club at GTower is evidence of a prestigious lifestyle in Kuala Lumpur and the custodian to Jean Nouvel's renowned Martell Amber Lamp. Being commended with the Gold Award for 'HAPA's Most Unique F&B Concept 2011 - 2013' speaks volumes of the reputation that Bridge Bar has maintained for its members."

Colin Ng
Executive Director
GTower Hotel Kuala Lumpur, Malaysia



VICTORIOUS MOMENTS

The Westin Langkawi Resort & Spa is proud to be part of the Hospitality Asia Platinum Awards® 2011-2013 Regional Series.

We take this opportunity to thank Hospitality Asia for the great support and all our associates at The Westin Langkawi Resort & Spa who made these special moments possible.

HAPA BEST 10 IN ASIA - PLATINUM WINNER

HAPA Service Excellence

HAPA Resort of the Year

HAPA Spa of the Year - Heavenly Spa by Westin

HAPA Most Unique Dining Experience - Freedom

HAPA Signature Spa Experience - Heavenly Spa by Westin

HAPA Signature Luxury Resort

HAPA BEST 10 IN ASIA - GOLD WINNER

HAPA Most Innovative F&B Personality - Azmi Kamsari

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PLATINUM AWARDS® 2011-2013
REGIONAL SERIES



"The HAPA Regional Series Awards was extremely well organized and mapped out. Great effort by all industry players who showed up, nominees, friends and winners, alike. The networking was fun and we look forward to the next one!"

Gricia Gan
Executive Director
Avillion Hotel Group



"Rock and roll attitude meets five-star service! That is what Hard Rock Hotel Singapore is all about and we will continue to deliver the glamorous Hard Rock experience with a cool vibe and great service."

David Song
Director of Rooms
Hard Rock Hotel Singapore



"This win is a testament of our strategy to renew unique and underutilized, heritage or hackneyed properties, to create one of a kind award winning establishments in Singapore."

Joseph Ong
Director
I-Rochester Group,
Singapore



"It was an honour to be a nominee of the HAPA 2011 - 2013 series. I look forward to working with HAPA well into the future as together we improve hospitality standards."

Michael S. Howard
Chief Operating Officer
Melati Beach Resort and Spa,
Koh Samui, Thailand





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"Thank you to HAPA for this prestigious award. To be recognized as one of the best of the best in Asia means a lot to our dedicated and passionate associates at Miri Marriott Resort and Spa."

Marcel Hinderer
General Manager
Miri Marriott
Resort & Spa,
Sarawak,
Malaysia



"These regional level awards reflect our commitment to consistently deliver service from the heart for our guests and shows that Sarawak can compete on the world stage."

Paolo Campillo
General Manager
Four Points by Sheraton
Kuching, Sarawak, Malaysia



"We are honoured to be awarded the Best Boutique Hotel by HAPA so soon after the opening of the property twelve months ago. The award firmly demonstrates our branding and further strengthens our position in the market as a leading boutique hotel."

Supriya Ghosh
General Manager
Hotel Fort Canning, Singapore



"HAPA 2011-2013 Regional Series was fabulous. Good arrangement, good food and good ambience. See you at HAPA Indonesia series!"

Annisa Afriani
Golf Membership Manager
Rancamaya Golf & Country Club, Jakarta, Indonesia

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We are very honoured to have been awarded the **Winner of the HAPA Entertainment Outlet of the Year** in the very prestigious **Hospitality Asia Platinum Awards (HAPA) 2011-2013 Regional Series**. It would not have been possible without the continued support of our Zouk family, supporters, partners and loyal fans. Thank you for the never-ending love, support and dance floor moments over the past 20 years!



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